

WHAT IS CLAIMED IS:

- 1           1. A method for obtaining customer information, comprising:  
2           detecting interactions of a customer within a retail store; and  
3           storing customer interaction information representing the interactions in a  
4           portable customer device.
- 1           2. A method according to Claim 1, wherein the storing step comprises:  
2           transmitting the customer interaction information to the portable customer  
3           device.
- 1           3. A method according to Claim 1, wherein the storing step comprises:  
2           broadcasting the customer interaction information.
- 1           4. A method according to Claim 1, wherein the customer enters the retail  
2           store with the portable customer device and exits the retail store with the portable  
3           customer device.
- 1           5. A method according to Claim 1, further comprising:  
2           receiving the customer interaction information from the portable customer  
3           device.
- 1           6. A method according to Claim 1, further comprising:  
2           detecting the portable customer device,  
3           wherein the step of detecting customer interactions occurs only after the  
4           portable customer device is detected.
- 1           7. A method according to Claim 1, further comprising:  
2           detecting the portable customer device,

3            wherein the step of storing the customer interaction information occurs  
4            only after the portable customer device is detected.

1            8. A method according to Claim 1, wherein the customer interaction  
2            information includes at least one of customer preferences, sales transaction  
3            information, and customer traffic information.

1            9. A method according to Claim 1, wherein the customer may edit the  
2            stored customer interaction information.

1            10. A method according to Claim 1, further comprising:  
2            determining if the customer agrees to have the customer interaction  
3            information stored in the portable customer device; and  
4            providing a benefit to the customer if the customer agrees to have the  
5            customer interaction information stored in the portable customer device.

1            11. A method according to Claim 1, wherein the customer interaction  
2            information is input by a store employee.

1            12. A method for obtaining customer information, comprising:  
2            detecting customer interactions with an employee; and  
3            storing customer interaction information representing the customer  
4            interactions in a portable customer device.

1            13. A method according to Claim 12, wherein the storing step comprises:  
2            transmitting the customer interaction information to the portable customer  
3            device.

1            14. A method according to Claim 12, wherein the storing step comprises:

2 broadcasting the customer interaction information.

1 15. A method according to Claim 12, further comprising:  
2 detecting the customer within a retail store.

1 16. A method according to Claim 15, further comprising:  
2 receiving the customer interaction information from the portable customer  
3 device.

1 17. A method according to Claim 16, further comprising:  
2 querying the portable customer device for customer interaction  
3 information.

1 18. A method according to Claim 17, wherein the querying step  
2 comprises:  
3 transmitting a query to the portable customer device.

1 19. A method according to Claim 17, wherein the querying step  
2 comprises:  
3 broadcasting a query.

1 20. A method according to Claim 12, wherein the customer interaction  
2 information includes at least one of customer preferences, sales transaction  
3 information, and customer traffic information.

1 21. A method according to Claim 12, wherein the customer may edit the  
2 stored customer interaction information.

1 22. A method according to Claim 12, further comprising:

2 determining if the customer agrees to have the customer interaction  
3 information stored in the portable customer device; and  
4 providing a benefit to the customer if the customer agrees to have the  
5 customer interaction information stored in the portable customer device.

1 23. A method for obtaining customer information, comprising:  
2 detecting a customer within a retail store; and  
3 receiving customer interaction information associated with the customer  
4 from a portable customer device.

1 24. A method according to Claim 23, further comprising:  
2 querying the portable customer device for customer interaction  
3 information.

1 25. A method according to Claim 24, wherein the querying step  
2 comprises:  
3 transmitting a query to the portable customer device.

1 26. A method according to Claim 24, wherein the querying step  
2 comprises:  
3 broadcasting a query.

1 27. A method according to Claim 23, wherein the receiving step further  
2 comprises:  
3 receiving a transmission from the portable customer device.

1 28. A method according to Claim 27, wherein the transmission is a  
2 wireless transmission.

1           29. A medium storing processor-executable process steps to obtain  
2 customer information, the process steps comprising:  
3           a step to detect interactions of a customer within a retail store; and  
4           a step to store customer interaction information representing the  
5 interactions in a portable customer device.

1           30. A medium according to Claim 29, wherein the step to store  
2 comprises:  
3           a step to transmit the customer interaction information to the portable  
4 customer device.

1           31. A medium according to Claim 29, wherein the step to store  
2 comprises:  
3           a step to broadcast the customer interaction information.

1           32. A medium according to Claim 29, wherein the customer enters the  
2 retail store with the portable customer device and exits the retail store with the  
3 portable customer device.

1           33. A medium according to Claim 29, the process steps further  
2 comprising:  
3           a step to receive the customer interaction information from the portable  
4 customer device.

1           34. A medium according to Claim 29, the process steps further  
2 comprising:  
3           a step to detect the portable customer device,  
4           wherein the step to detect customer interactions occurs only after the  
5 portable customer device is detected.

1           35. A medium according to Claim 29, the process steps further  
2 comprising:  
3           a step to detect the portable customer device,  
4           wherein the step to store the customer interaction information occurs only  
5 after the portable customer device is detected.

1           36. A medium according to Claim 29, wherein the customer interaction  
2 information includes at least one of customer preferences, sales transaction  
3 information, and customer traffic information.

1           37. A medium according to Claim 29, wherein the customer may edit the  
2 stored customer interaction information.

1           38. A medium according to Claim 29, the process steps further  
2 comprising:  
3           a step to determine if the customer agrees to have the customer  
4 interaction information stored in the portable customer device; and  
5           a step to provide a benefit to the customer if the customer agrees to have  
6 the customer interaction information stored in the portable customer device.

1           39. A medium according to Claim 29, wherein the customer interaction  
2 information is input by a store employee.

1           40. A medium storing processor-executable process steps to obtain  
2 customer information, the process steps comprising:  
3           a step to detect customer interactions with an employee; and  
4           a step to store customer interaction information representing the customer  
5 interactions in a portable customer device.

1           41. A medium according to Claim 40, wherein the step to store  
2 comprises:  
3           a step to transmit the customer interaction information to the portable  
4 customer device.

1           42. A medium according to Claim 40, wherein the step to store  
2 comprises:  
3           a step to broadcast the customer interaction information.

1           43. A medium according to Claim 40, the process steps further  
2 comprising:  
3           a step to detect the customer within a retail store.

1           44. A medium, according to Claim 43, the process steps further  
2 comprising:  
3           a step to receive the customer interaction information from the portable  
4 customer device.

1           45. A medium according to Claim 44, the process steps further  
2 comprising:  
3           a step to query the portable customer device for customer interaction  
4 information.

1           46. A medium according to Claim 45, wherein the step to query  
2 comprises:  
3           a step to transmit a query to the portable customer device.

1           47. A medium according to Claim 45, wherein the step to query  
2 comprises:  
3           a step to broadcast a query.

1           48. A medium according to Claim 40, wherein the customer interaction  
2 information includes at least one of customer preferences, sales transaction  
3 information, and customer traffic information.

1           49. A medium according to Claim 40, wherein the customer may edit the  
2 stored customer interaction information.

1           50. A medium according to Claim 40, the process steps further  
2 comprising:  
3           a step to determine if the customer agrees to have the customer  
4 interaction information stored in the portable customer device; and  
5           a step to provide a benefit to the customer if the customer agrees to have  
6 the customer interaction information stored in the portable customer device.

1           51. A medium storing processor-executable process steps, the process  
2 steps comprising:  
3           a step to detect a customer within a retail store; and  
4           a step to receive customer interaction information associated with the  
5 customer from a portable customer device.

1           52. A medium according to Claim 51, the process steps further  
2 comprising:  
3           a step to query the portable customer device for customer interaction  
4 information.

1           53. A medium according to Claim 52, wherein the step to query  
2 comprises:  
3           a step to transmit a query to the portable customer device.

1           54. A medium according to Claim 52, wherein the step to query  
2 comprises:  
3           a step to broadcast a query.

1           55. A medium according to Claim 51, wherein the step to receive further  
2 comprises:  
3           a step to receive a transmission from the portable customer device.

1           56. A medium according to Claim 55, wherein the transmission is a  
2 wireless transmission.

1           57. An apparatus to obtain customer information, comprising:  
2           a processor; and  
3           a storage device in communication with said processor and storing  
4 instructions adapted to be executed by said processor to:  
5           detect interactions of a customer within a retail store; and  
6           store customer interaction information representing the interactions in a  
7 portable customer device.

1           58. An apparatus to obtain customer information, comprising:  
2           a processor; and  
3           a storage device in communication with said processor and storing  
4 instructions adapted to be executed by said processor to:  
5           detect customer interactions with an employee; and

6           store customer interaction information representing the customer  
7   interactions in a portable customer device.

1           59. An apparatus, comprising:  
2           a processor; and  
3           a storage device in communication with said processor and storing  
4   instructions adapted to be executed by said processor to::  
5           detect a customer within a retail store; and  
6           receive customer interaction information associated with the customer  
7   from a portable customer device.

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